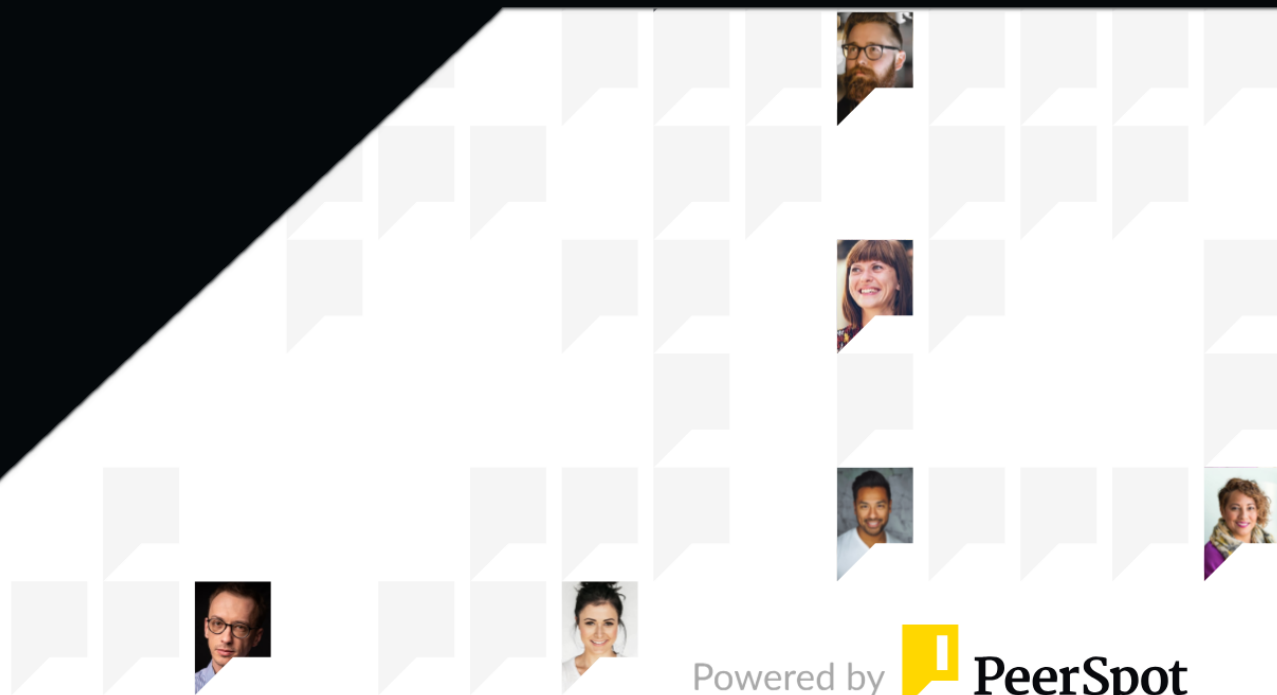




Nextthink

Reviews, tips, and advice from real users



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Product Recap



Nextthink

Nexthink Recap

Nexthink is a software solution company that focuses on helping IT workplaces by providing revolutionary insights into employees' daily technology experiences. Nexthink offers IT departments a unique combination of automation, real-time analytics, and employee feedback. In order for IT departments to tell how employees use their services and how those services influence their productivity, Nexthink delivers a Digital Employee Experience Management platform. IT teams can now proactively measure and manage the digital employee experience.

Nexthink is closing the widening and costly visibility gap by freeing up IT teams to advance from reactive problem-solving to proactive optimization. By providing real-time visibility into the technology that employees use, the support process is streamlined through powerful automation capabilities, which will lead to improved employee engagement, no matter where they work.

About the Nexthink Experience

Nexthink aims to eliminate the barriers to a better digital experience by accelerating innovation across all endpoints. How does Nexthink work?\

- **Analyze:** Nexthink captures and visualizes event-level data so the user can be on top of connection failures, application crashes, and software installs. Nexthink Analyze also gives the user the ability to correlate employee sentiment with technical metrics. Those metrics can be quantified, and the user can improve employee sentiment through the given score.
- **Act:** Using an extensive catalog of one-click, automated actions, users can fix common IT issues and give their support desk the ability to resolve incidents remotely. In addition to automated fixes, users can install software and update critical services quickly through customized remediation scripts.
- **Engage:** IT teams engage in a two-way communication tool to help with submitted tickets. With an attention-grabbing notification, employees will become aware of critical information and can then fix problems more quickly.
- **Integrate:** Personalize and enhance your business and IT processes with a large range of integrations and connectors. Users can import and export data, optimize ITSM solutions, authorize employee chatbot self-healing, and enhance Service Desk efficiency.
- **Application Experience:** Users can combine Real User Monitoring and Digital Employee Experience to gain the visibility and actionability needed to manage these applications properly.

Reviews from Real Users

Nexthink is a leading solution in digital employee experience management software because it gives valuable advice and actionable steps into employees' daily experiences.

A tech specialist at a tech services company writes, "The [initial setup](#) is very simple."

A second-level support team leader at a consultancy agency notes, "The solution's [visualizations](#) are very good. It's very easy to use them... We can give our senior managers, our directors, and our partners a dashboard at a very high level. They can very easily start to drill down by clicking through the dashboard and find stuff that doesn't look right. And our technical teams can use the same thing to identify problems in specific locations."

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Nexthink is valuable for showing real-time data.”



SumitKumar18

Senior SME at Microland Limited



“Real-time analytics is effective as it involves real-time monitoring for proactive issue identification.”



Makarand-Shrikhande

Sr. Architect at LTI - Larsen & Toubro Infotech



“Nexthink saves a lot of time for the technicians who work on the troubleshooting side...Nexthink provides its users with a very good point of overview and presentation.”



Jaspreet-Singh

Security Administrator at Dev Information Tech Pvt Ltd



“The auto building capability has been most valuable. It keeps on checking the system in terms of various factors like battery, memory usage and application usage.”



Sanjit Achary

Program Manager at a computer software company with 10,001+ employees



“It is a very stable product with regular security and feature updates.”



Nikolay Shved

Head of Global IT Delivery at a transportation company with 1,001-5,000 employees



“The solution is stable.”



Karthik S2

Sr Systems Integration Spc at a manufacturing company with 10,001+ employees



“The search engine functionality that Nexthink has on the finder is terrific.”



Nawar Al Mallouhi

Senior System Administrator at The Shared Electronic Banking Services

What users had to say about valuable features:

“Nextthink is valuable for showing real-time data. We also appreciate the smooth UI and dashboard. The platform is beneficial as it provides data in real time, whereas alternatives may provide up to twenty-four-hour-old data..”

SumitKumar18

Senior SME at Microland Limited

[Read full review](#) 

“The solution's most valuable features are its cloud capabilities, particularly the dashboards and metrics. These features offer user satisfaction details and application scores, crucial for understanding user issues and providing appropriate support..”

InderjeetSingh2

IT Administrator at a tech vendor with 10,001+ employees

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“Discovering the annoying users' issues like disk space, booting time, slow performance,...etc.

You can solve all the above remotely, automatically and silently..”

Hesham Rashed

Managing Director at Technology Pro Egypt

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“The experience centre is one of the most valuable features; the other is the benchmarking. It gives you an easy way to use it. I have some one-page overviews; you can drill down the effect per element. You can use it to start improving your services.

It assists in making decisions regarding device replacements for non-compliant or malfunctioning devices that cannot support Windows 11. Additionally, it helps configure startup sequences to enhance efficiency during working hours..”

Ronny Sonck

Pre-Sales specialist Workplace | Digit'all User at Econocom

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“The most valuable feature of Nexthink is its proactive issue identification, which is part of its unique selling proposition. It includes ITSM processes by identifying and resolving issues, thereby improving user experience and productivity enhancements.

Real-time analytics is also effective as it involves real-time monitoring for proactive issue identification. Self-healing capabilities within the tool further enhance its value..”

Makarand-Shrikhande

Sr. Architect at LTI - Larsen & Toubro Infotech

[Read full review](#) 

“With this solution we are able to link issues to automatic actions that will solve the problem.

We are also able to link the actions to campaigns, which will message the users and link the actions to an FAQ. This can then be reported in a dashboard. All of this is done automatically so there is no manual intervention needed.

One other good thing about this platform, is that changes and improvements are made regularly, so it evolves continuously..”

Sergio

Digital Solutions Consultant at a tech consulting company with 51-200 employees

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Other Solutions Considered

“We investigated a few. Lakeside Software was one of them. We also looked at HappySignals, but it doesn't do the same thing, and we looked at HP TechPulse, as well as a few others. The biggest contender was Lakeside Software, but Nexthink was much more preferable.

The main difference for us was actually the people at Nexthink, the way we found they engage with their customers. Nexthink's approach is very much, "Understand what your objective is for your organization, and then make sure the entire approach is tailored towards helping you achieve what you want to achieve." It doesn't feel like a typical vendor relationship. It feels very much like you're part of the same team, and that's really what set them apart because that's how we work. We like to work in teams. We don't want to just be on the phone with a vendor. We want to be on the phone with someone who cares about helping us achieve what we want to achieve..”

Verified user

Second Level Support Team Leader at a consultancy with 10,001+ employees

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“Compared to other tools in the markets, there are functionalities that only Nexthink delivers. I don't think other tools in the market can do everything that Nexthink can. For example, the level of depth into the device timeline view is as deep as you can go into device performance by looking at the timeline. I didn't see that with any of the other tools available.

Since I am a part of the HCL Technologies Tools team, I am being trained on other tools too. We haven't explored any options for our project. However, for the other project, there are some other solutions in place. It is based on the customer's needs, their budget, or liking. Whichever one they want to move forward with, they choose. Other solutions available include Lakeside SysTrack and Tachyon.

Tachyon can't be compared to Nexthink. There are a lot of things that Nexthink has, which Tachyon doesn't, e.g., Nexthink has customizable dashboards that helps in tracking investigations and build trends.

Nexthink has the device timeline and gives you more data for investigations. It collects more data from the endpoint system than any other tool..”

Anand Boudh

Senior Specialist – EUC Tools at HCL Technologies

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ROI

Real user quotes about their ROI:

“I think Nexthink saves you money. Our customers have already saved money because they have extensive infrastructure, and Nexthink can handle all that, so it's a good return..”

Gehad Said

Senior Presales Solutions Engineer (DELL EMC & VMware) at NTT DATA

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“I like the product, features and the support we are getting from the original equipment manufacturer, OEM. That is great, if I compare with the other products that I have seen. The turnaround time is much shorter. If I'm working on an issue today, within a couple of hours, I can expect a response from them. .”

SanjitAchary

Program Manager at a computer software company with 10,001+ employees

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“As a business, we have found that our ROI from this solution has been seen in the reduction in the amount of support incidents being experienced by our customers. The ROI from this product is cumulative over time, and requires ongoing, proactive monitoring work with our customers..”

VINAY PRATAP SINGH

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Information Technology Infrastructure Architect at a tech services company
with 10,001+ employees

“With the case I mentioned earlier about the hard drives, we've avoided costs that would have been more than the tool costs. It's not extra money in the bank, but it's money we haven't spent. It wasn't guaranteed that the hard drive upgrade proposal was going to go through, so it's not generally considered, internally, as true ROI, but it's a great example of where we potentially avoided a lot of cost..”

Verified user

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Second Level Support Team Leader at a consultancy with 10,001+
employees

“The ability to be more proactive with issue resolution has reduced our maintenance costs and increased the life expectancy of our devices. This has also improved the overall performance of the system, which has improved the user experience.

The fact that everything runs automatically, also means that the cost of manually monitoring the network is reduced..”

Sergio

Digital Solutions Consultant at a tech consulting company with 51-200 employees

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“There have been over 57,000 reported issues, out of which 54,000s are fixed. The others are in progress. We use Nexthink to proactively identify the defects. No other medium is used to investigate these things.

We had biweekly calls with the client. One week we would use it to identify the problem, then the next week we tried to fix the problem. After two weeks, we could then deliver a report, saying, "In the first week, we found these objects where we face issues. After the second week, we were able to remediate this many and have only this many left."

When we implemented this tool, the user experience index score was somewhere around 5.8. Currently, we are sitting at 7.3. Due to the COVID situation, there has been a little bit of fluctuation in the scores due to network parameters, but the lowest that we have touched has been 7.1 so far.

I have seen it help improve the user experience scores. This helped clients to save costs on another tool that they were trying to deploy in order to improve the user experience by just deploying some scripts. We were able to identify the issues and help them remediate those using our help. The process does not take much time and provides background on end user performance. Therefore, they were able to save a lot, e.g., for approximately 50,000 endpoints at two dollars per machine per year, that is about \$100,000 in savings.

For the agents, it has been helping us in terms of reducing the resources required because we are able to automate things in terms of the reporting part. It is saving a lot of costs for us. .”

Anand Boudh

Senior Specialist – EUC Tools at HCL Technologies

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Use Case

“We use the product to analyze systems and devices through the console, identify issues affecting the environment, and provide proactive support to prevent these problems. It helps us investigate and analyze frequent VSODs, memory utilization, and CPU usage..”

InderjeetSingh2

IT Administrator at a tech vendor with 10,001+ employees

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“I mainly use Nexthink for end-user device monitoring, which includes desktops, laptops, or any virtual devices, focusing predominantly on virtual desktops. The agent is deployed on these devices to monitor applications, and it is primarily used for AI operations..”

Makarand-Shrikhande

Sr. Architect at LTI - Larsen & Toubro Infotech

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“We offer this solution as part of our service from Atos. It is part of our digital workplace offering and is bundled with other digital workplace solutions. Nexthink is primarily used to target customers who want to get the performance of their device's endpoint. It can be applications, laptops, desktops, and software assessments..”

Amarpreet-Singh

Global Service Architect at Atos

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“The primary use case of Nexthink is for IT service management and ticket time reduction. We use it to get real-time data, as Nexthink provides data in real-time with a maximum delay of five minutes..”

SumitKumar18

Senior SME at Microland Limited

[Read full review](#) 

“In any complex Enterprise environment, it is very challenging to manage endpoints or discover the root cause of many issues especially the cases of slowness of an app or web page or problems at the booting of a PC.

Not only discovering, but also, you can take actions automatically & remotely, it means discover the problem, solve it proactively without user's info.

In addition of very unique real time views of all devices in a helicopter view. .”

Hesham Rashed

Managing Director at Technology Pro Egypt

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“I use Nexthink to monitor application crashes of processes or how the device works in our environment. We monitor more than 1,00,000 devices in our company with Nexthink. Our company also creates campaigns and helps create campaigns for some end users of Nexthink. If sometimes a user runs low on space, in our company, we send an automated notification with the help of the tool asking them to delete some files from their device, along with the ability to send some scripts as well. In our company, we can use Nexthink to monitor the performance of applications and send some PowerShell scripts to check whether the services are running. You can perform an investigation if sometimes something is not working fine. Without taking remote access, you can capture all the logs from a particular application in the back-end to see how it behaves and what applications. Sometimes, you can see what is wrong or enhanced with the solution's taskbar before collecting all the data from this tool..”

Jaspreet-Singh

Security Administrator at Dev Information Tech Pvt Ltd

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup is complex due to the need to log in to multiple engines. However, with Infiniti on the cloud, we can view all systems in one go, greatly enhancing efficiency..”

InderjeetSingh2

IT Administrator at a tech vendor with 10,001+ employees

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“The solution is deployed on the cloud. Earlier, we had the solution on an on-premises server, but right now, we have it on a private cloud from Azure in our company..”

Jaspreet-Singh

Security Administrator at Dev Information Tech Pvt Ltd

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“The initial setup was complex because there were issues with the infrastructure, and we had to build it. We needed about 20% help from the vendor for deployment, and it took us two months to complete the deployment.

There are application owners who manage the maintenance, such as updates or performance issues. We have about 50 people using Nexthink..”

Amarpreet-Singh

Global Service Architect at Atos

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“The initial setup was a bit complex regarding a complete understanding of the product. So we deployed it using our partner who supported us. A consultant supported us during the project initiation and initial assessment.

Choosing, adding and removing features made the setup more complex because when you get more details about the solution, you analyze all functionality features..”

Nikolay Shved

Head of Global IT Delivery at a transportation company with 1,001-5,000 employees

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“The initial setup of this solution is pretty straightforward. It's just an agent, an executable or MSI, and was very easy to configure for our administrator.

The hierarchy of the platform is the only thing that has to be configured during implementation, so the only required two people. The full process, from start to deployment, took one week..”

Sergio

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Digital Solutions Consultant at a tech consulting company with 51-200 employees

“The initial setup is straightforward. The way it is designed only requires us to carry out certain due diligence in a customers' environment, fix certain parameters, make the environment ready and then go ahead with the deployment. If I compare this particular tool with others it is very simple. It takes four to six weeks for the deployment to be completed. I would rate the setup process a four out of five.

It requires very minimal maintenance, unless the original equipment manufacturer release some kind of update which requires manual intervention. However, to be on the safer side, we have deployed a couple of resources to take care of those things and of the customer communication..”

SanjitAchary

[Read full review](#) 

Program Manager at a computer software company with 10,001+ employees

Customer Service and Support

“The technical support is best-in-class because we have 24-7 hour support, and they are responsive and helpful. I rate the technical support a ten out of ten..”

Nikolay Shved

Head of Global IT Delivery at a transportation company with 1,001-5,000 employees

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“The technical support is satisfactory but the first level of support needs improvement. They do not have a lot of knowledge and are forwarding the requests to someone else..”

Verified user

Consultant at a tech services company with 10,001+ employees

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“The support for this solution could be significantly improved. We have found that our issues require five to seven days for a resolution to be found, as the first-line support team are not able to assist us. We have also experienced incidents where a planned upgrade was due to take place, but we have not been notified that it was happening..”

VINAY PRATAP SINGH

Information Technology Infrastructure Architect at a tech services company with 10,001+ employees

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“I would rate their tech support during deployment and post-deployment, both, very highly. We've logged a couple of incidents with their tech support and they've been really good, really on the ball. The support contact they gave us was exceptional, very good, very knowledgeable..”

Verified user

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Second Level Support Team Leader at a consultancy with 10,001+ employees

“I needed to contact technical support two or three times and I requested help from the vendor, or actually from the people who implemented the solution in the first place. To be honest, I would rate them a ten because they were so good. The service technicians were polite. They tried to help me, and if they could not assist me, they would follow up with me about the issue..”

Nawar Al Mallouhi

[Read full review](#) 

Senior System Administrator at The Shared Electronice Banking Services

“It is the best support that I have received from any application vendor. I am the admin for three applications within the environment. If I compare all those with Nexthink support, Nexthink support is the best. If I forget what I'm facing, such as, what ticket I have logged, what is the issue, or what is the progress? They don't forget it. They come back with a solution, providing continuous follow ups and continuous improvements. I have never had to skip or cancel any tickets. I never had to raise any complaints to anybody. They are available whenever I want, even if somebody has to leave for the day. They make sure that I am being contacted at the right time, i.e., when I asked for it..”

Anand Boudh

Senior Specialist – EUC Tools at HCL Technologies

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Other Advice

“I would rate the product an eight out of ten. We have enterprise clients for the tool. The solution is recommended for enterprises and not for small-scale customers. .”

Hesham Rashed

Managing Director at Technology Pro Egypt

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“We recommend that organizations use the information that is presented from this solution, and learn from it's data on where issues are regularly occurring.

I would rate this solution a nine out of ten..”

Sergio

Digital Solutions Consultant at a tech consulting company with 51-200 employees

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“I would recommend carrying out due diligence in the environment where they're going to deploy the solution. This will provide them with key information about the product suitability.

I would rate this solution an eight out of ten..”

SanjitAchary

Program Manager at a computer software company with 10,001+ employees

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“I'm a partner of Nexthink.

Potential users need to consider their environment and think about the most impacted areas. It's best to work with the Nexthink team to see how they can best resolve your issues. You need to find out what the value is and if it will help before you agree to procure it. I'd also advise comparing it to other solutions, such as Assist Track, and seeing what's going on and what might be best.

I'd rate the solution seven out of ten. It is a good product however, a lot needs to be improved in its detection method and they need more AI technology. .”

KarthikS2

Sr Systems Integration Spc at a manufacturing company with 10,001+ employees

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“If you want to integrate with ServiceNow, for instance, it'll be more work.

Nexthink can support home use and promote its advantages, even on local networks. This enables us to gain insights into Wi-Fi or home network setups,

allowing us to assist phone users in improving their setups.

I recommend the solution as it enables using Nexthink across various services, preventing the concentration of knowledge in one person or small team. This spreads the benefits of Nexthink throughout the entire company.

Overall, I rate the solution a nine out of ten..”

Ronny Sonck

Pre-Sales specialist Workplace | Digit'all User at Econocom

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“There is a different team consisting of seven to eight people, a mix of engineers and administrators in my company, who maintain and upgrade the application.

I recommend the solution to those planning to use it. Nexthink provides its users with a very good point of overview and presentation.

There are many benefits of Nexthink since it allows a person to check in seconds which applications are running or if there are any crashes, thereby giving a good overview to the user that can be helpful during troubleshooting. Instead of connecting to a tool remotely, from Nexthink itself, you can see what works fine.

I rate the overall solution a nine out of ten..”

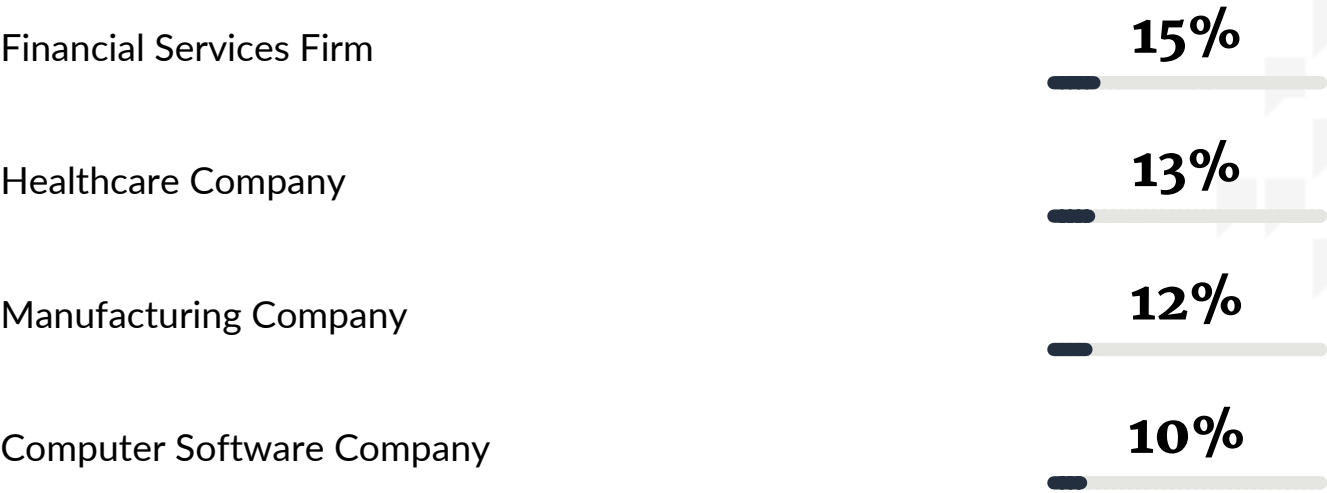
Jaspreet-Singh

Security Administrator at Dev Information Tech Pvt Ltd

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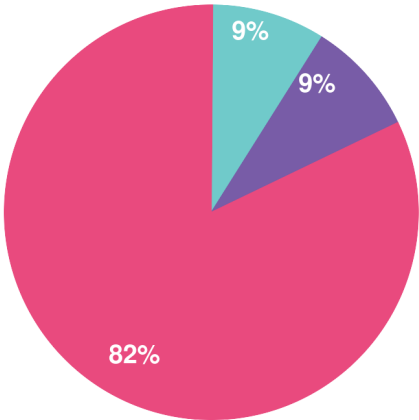
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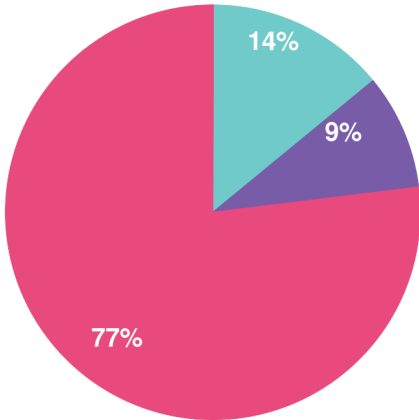



Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

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PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944